

Crime Victim Services Quality Measures Dashboard on Dec. 31

Allen and Putnam Counties, Ohio

2015 goal	2010	2011	2012	2013	2014	2015
Access - Are victims able to find us?						
Access Innovations:	2	3	3	7	3	3
2010 - Copyrighted icon communication tool for disabilities; Larger office, elevator, reception & counseling rooms. 2011 - Spanish outreach event; outdoor signage; Putnam poster created & placed 17 sites. 2012 - Disability facility audits by Bureau of Vocational Rehabilitation; LGBT 3 year technical assistance grant. 2013 - Facebook for CASA, disability, trafficking; DWAVE contract for Deaf; Braille signs; elder PSA; handicap parking. 2014 - 250 police trained on elders; CAC TV Pub Svs Ad; jail rape 3 MOUs. 2015 - TV Public Serv. Announ. for disability (2) & CASA (1)						
Visible - Are victims aware of us?						
# of Media coverages	41	35	56	52	69	64
# of Public events and presentations	41	51	62	83	84	105
# of Website "Pageviews"	-	-	-	-	-	21,049
# of Facebook Likes: Disabilities - CASA - Human Trafficking	0	0	0	30-129-351	36-160-437	46-216-574
Accessible - Are victims able to reach us?						
% of Victims able to easily access the program (Victim Survey)	100%	99%	100%	100%	99%	99%
% Accessible - 6 of 8: Yes - ramps /elevators, toilets; No - auto doors	75%	75%	75%	75%	75%	75%
# of Large print or Braille brochures and material	1	1	5	5	5	5
# of Victims with a disability served	67	53	47	47	45	44
Acceptable - Are victims comfortable with us?						
Diverse information in reception area (race, language, LGBT)	Yes	Yes	Yes	Yes	Yes	Yes
Comfortable facility (soft chairs/couch, child play space, well lighted)	Yes	Yes	Yes	Yes	Yes	Yes
# of Grievances or complaints from victims (max of 1 negative)	0	0	1	1	0	1
Available - Are victims assisted when needed?						
# of Primary Victims assisted by 24 hour on-call advocates	58	83	70	69	102	71
# of Hospital responses (all hours)	44	53	50	46	57	32
ok # of Calls from Rape, Abuse & Incest National Network (RAINN) Hotline	68	91	106	117	77	pending
Same day or next workday website & email responses to victims	Yes	Yes	Yes	Yes	Yes	Yes

2015 goal	2010	2011	2012	2013	2014	2015
Structure - Are agency reliability & services right for victim needs?						
✔ Structure Innovations:	2	5	4	6	8	3
2010 - CASA volunteer training; Dashboard measures created. 2011 - Staff training manual; Board orientation packet; Strengths Finder staff training; Putnam carpet & paint; Elder Program. 2012 - Strategic plan; training room began; Gaming license; School violence prevention. 2013 - Child Advocacy Center; Van Wert & Hardin Counties rape crisis; male youth group; training room painted; child therapy; files scanned. 2014 - CAC make over; foreign trafficking contract; funded elder advocate; Job duties detailed; Gaming funding; Homicide Memorial; Putnam child visitation & on-site counseling (SAFY). 2015 - Shred 20 boxes admin files; staff on-boarding process; security cameras added						
Governance - Are victims finding a solid agency?						
✔✔ Cash flow (bank balance + accounts receivable on Balance Sheet)	\$107,978	\$109,250	\$123,168	\$126,749	\$153,205	\$337,745
✔✔ Total assets (liabilities + equity on Balance Sheet)	\$382,955	\$455,890	\$466,386	\$461,324	\$453,087	\$603,010
✔✔ Endowments	\$87,525	\$155,326	\$138,747	\$131,512	\$99,117	\$89,418
Victim Ministry (Christian, elder abuse) 2015 = \$1,136						
Good Samaritan (victim emergency \$) 2015 = \$59,563						
Jeff Schumacher (victim emer. \$ Putnam) 2015 = \$28,719						
✘ Cash Reserves	\$0	\$0	\$0	\$0	\$0	\$0
✘ Debt amount	\$0	\$0	\$0	\$0	\$0	\$145,000
✔✔ Funding Income and Diversity (original source of money)	\$668,846	\$639,042	\$647,814	\$732,204	\$909,874	\$1,294,828
Criminal fines and fees (DV baseline, marriage & divorce, VOCA)	41%	50%	50%	37%	32%	55%
Taxes (County, Lima, mental health, VAWA, SA baseline)	39%	25%	29%	41%	48%	33%
United Way and donations (individual, civic, business, church)	20%	25%	22%	22%	20%	12%
ok Date of Strategic Plan or last review by Board (every 3 years)	None	Started	2012	2012	2012	VOCA pause
✔✔ Board annual evaluation of Executive Director	Yes	Yes	Yes	Yes	No	Yes
✔✔ # of Annual staff evaluations completed	2 of 13	14 of 14	14 of 15	14 of 15	16 of 17	17 of 26
✔✔ Racially diverse staff 2015 White-21; Black-2; Latino-2; AsianAm-1 need 15%	Yes	Yes	Yes	Yes	No	Yes
✔✔ Racially diverse Board (2015) White - 8; Black - 1; Latino - 1 need 15%	Yes	No	Yes	Yes	Yes	Yes
✘ # of Board meetings and # without quorum (need all with quorum)	5 - 0	6 - 1	6 - 1	6 - 1	6 - 2	7 - 1
✔✔ # of Policies and forms updated by Board of Directors	6	10	9	4	8	5
2010: Whistleblower; Meeting Victims; Pre-employment; Joint Ventures; Emergency Succession; Gift Acceptance. 2011: Staff Orientation; Evaluation & Screening; Conflict of Interest; Document Retention; Diversity; Board Election; Risk Management; Confidentiality; Crisis Management. 2012: Overtime; Staff Orientation; Succession Plan; Gaming License; Board Development Committee; Strategic Plan; Ex-officio Board members; No texting; Non-Discrimination. 2013: Volunteer Confidentiality; Event alcohol studied; Values Statement; Mileage Reimbursement. 2014: Bereavement Leave; Emergency Victim Fund; Internal Controls; Program Directors Approve Program Costs; Tobacco Free; Healthy Foods; Breast Feeding. 2015: Victim Communication (LEP, Deaf); Travel costs; Dress Code; No Texting; Check signing						
✔✔ Transparency on website: Updated Board and staff members posted	Yes	Yes	Yes	Yes	Yes	Yes
✔✔ Updated IRS 990 and Annual Report on web site	Yes	Yes	Yes	Yes	Yes	Yes

2015 goal	2010	2011	2012	2013	2014	2015
Partnerships - Are partners integrated & skilled?						
✓ # of Partners added	2	4	3	7	2	6
2011: Human Trafficking Coalition; Adult Protective Svs. MOU; Child Assault Response Team; Disability & Sexual Assault Case Review 2012: Agency on Aging MOU; Encore Theatre volunteers; Truckstop Managers (trafficking) 2013: Deaf contract (DWAVE); St. Ritas Hospital funding; Lima Memorial Hospital CAC contract; Mental Health Board counseling; Board of Dev. Disabilities funding; Lima & Bluffton Schools; Van Wert & Hardin Co. rape crisis 2014: CASA won Safe Comm. Award; Putnam YMCA visitation MOU. 2015 - Putnam APS contract; Tabernacle Baptist Church storage; Shelby & Defiance Counties trafficking chapters, Crossroads tattoo removal MOU; HealthPath grant CASA story telling; Children's Trust Fund trafficking grant						
# Partner meetings and # average attending:						
✓ Allen Co. BPI (victims with disabilities) & Elder Abuse I-Team	-	-	-	-	-	1 - 14
✓ Putnam Co. Child Assault Review Team CART (disability, sex assault)	--	12 - 7	11 - 7	8 - 7	10 - 8	8 - 6
✓ Putnam Domestic Vio. & Rape Task Force & VAWA grant review	4 - 12	3 - 10	4 - 11	4 - 11	4 - 12	4 - 13
✓ Human Trafficking Rescue & Restore Coalition / Rape VAWA grant	9 - 6	5 - 11	9 - 13	12 - 15	11 - 15	11-16
✓ Mothers Against Drunk Driving (MADD) Allen & Putnam Chapter	5 - 5	5 - 5	6 - 6	7 - 6	6 - 4	4 - 5
✓ <u>Macro Policy Advocacy</u> 2015: Ohio draft victim rights law; U.S. - VOCA outcomes draft & Rand Corporation victim survey with Dept. of Justice	1	1	1	2	2	3
✓ <u>OHIO Partnerships & Presentations</u> - 2015: OVWA, ODVN, OAESV, CASA, CAC; VAWA Planning; Atty Gen disability services & VOCA Attorney General planning group; Human Trafficking trainings	5	7	6	10	7	9
✓ <u>National Partnerships & Presentations</u>	3	5	2	4	4	4
2010: CVS Outcome book published; Colorado Conf.; VOCA Administrators Conf. (Michigan). 2011: Conf. in Colorado, Wyoming, NCVV, & Mennonite USA; US Dept. of Justice Vision21. 2012: Conf. in Cheyenne, Wyoming & Saskatoon, Canada. 2013: Rand/US Dept. of Justice survey (DC); NOVA Conf (Chicago); POMC Conf (Cincinnati); Cassey Foundation youth (DC). 2014: Social Solutions outcome Webinar 900 join; Outcomes development for Ontario, Canada; Conf. in Wyoming & Nat. trafficking (Toledo). 2015: Conf. for National Victim Services in Corrections (Louisiana) (2x), National Christians in Social Work (Michigan), and National Human Trafficking Conf. (Toledo)						
Tools - Are victims helped with updated equipment?						
✓ # of Days hardware, hard drive, or soft ware was crashed	0	0	0	0	1	1
✓ Technology updated: Date of oldest copier /network printer	2010	2010	2010	2013	2013	2015
✓ # New technology:	3	1	1	2	1	3
2010: Scan to e-mail, central printing; Allen Co. Net Server. 2011: Allen Co. computer screen panic button direct to 911. 2012: Putnam antenna. 2013: Log on from home; files scanned. 2014: Protection Orders E-mailed to victims. 2015: new computers, hot spots, & notebooks						
✓ Computer back-up: Web- Carbonite; Allen Co Government system	Yes	Yes	Yes	Yes	Yes	Yes
Staff - Are victims benefiting from skilled staff?						
✓ Longevity of staff: total years / # of staff / average years at CVS	133-13-10	150-15-10	137-15-9	145-15-10	151- 17- 9	167-26-6
✓ Expertise of staff by highest degree: HS-AA-BA-MA (or JD, PhD)	1-1-5-6	2-1-4-8	3-0-4-8	0-2-4-9	0-1-6-10	0-1-14-11
✓ Certification: Ohio Registered (OAN) or National Credential (NOVA)	3	3	9	9	11	15
✓ # of CVS & CASA Volunteers and # of hours (board, intern, office, painting)	43 - 1,260	58 - 2,446	54 - 3,337	71 - 3,539	83 - 4,036	69 - 3,712

2015 goal	2010	2011	2012	2013	2014	2015
✓ # of Staff hours worked weekly (part and full time hours)	424	480	483	537	592	971
Services - Are victims receiving the right services?						
✓ # of Sexual Assault cases and # of victims served	224 - 459	233 - 506	192 - 419	199 - 440	221 - 447	249 - 465
✓ # of Domestic Violence cases and # of victims served	248 - 484	218 - 452	219 - 469	203 - 427	207 - 403	252 - 383
✓ # of Violence cases and # of victims served	884-1,356	801-1,110	780-1,251	830-1,380	1,028-1,649	880-1,428
✓ # of Property cases and # of victims served	557 - 743	554 - 815	577 - 789	535 - 760	745 - 924	643 - 694
✓ # of New cases (crimes) and victims served (both include CASA & CAC)	1,971 -3,100	1,884 -2,961	1,884 - 3,044	1,941 - 3,181	2,486-4,008	2,378 - 3,324
✓ # of Court Appointed Special Advocate (CASA) children	58	78	116	162	187	220
✓ # of Elder victims assisted	92	161	212	207	418	373
✓ # of Human Trafficking primary victims (only) served: Sexual - Labor	-	0 - 3	6 - 0	13 - 1	22 - 7	43 - 7
✓ # of Students provided prevention classes (1 time - series of classes)	-	-	-	-	85 - 215	639 - 288
✓ # of Child Advocacy Center Forensic Interviews - Forensic Medical Exams	-	-	-	12 - 0	98 - 0	134 - 0
✗ # of Community agencies assessing victim needs (every 2 years)	-	-	17	-	-	-
Process - Are victims treated right?						
✓ Process Innovations:	1	0	1	1	1	1
2010 - Record staff & CASA volunteer training hours (1,949 hours). 2012 - Studied laptop use at court. 2013 - LGBT Safe Zone 12 hr training; 2014 - Trauma informed care training. 2015 - added Special Victims Unit / Outreach staff for high crime, disabilities, and limited English						
Ethical - Are victims treated with personal rights?						
✓ % Score passing National CASA Standards	NA	100%	NA	NA	NA	NA
✓ # of Staff and # of hours trained on quality and outcomes (all staff)	13 - 36	15 - 75	15 - 19	15 - 28	17 - 38	26 - 52
✓ # of Staff and # of hours trained on ethics (all staff)	7 - 31	4 - 18	15 - 17	15 - 47	17 - 33	15 - 32
Professional - Are victims treated with respect?						
✓ % of Victim calls returned in 48 hours (Victim Survey)	99%	100%	100%	99%	97%	98%
✓ % of Victims reporting staff were supportive & helpful (Victim Survey)	100%	100%	100%	100%	100%	99%
✗ # of Partner evaluations of CVS returned and % positive (every 2 years)	-	38 - 100%	-	-	-	-
✓ # of Staff and # of hours trained on other victim issues	12 - 161	15 - 363	15 - 213	16 - 231	17 - 278	26 - 494
Unique - Are victims treated adequately?						
✓ # of Staff and # of hours trained on cultural issues (all staff)	12 - 15	9 - 34	15 - 65	15 - 205	17 - 104	26 - 75
✓ # ASL or foreign language translator needed and # provided promptly	4 - 4	2 - 2	2 - 1	3 - 3	13 - 11	6 - 6
✓ # Staff trainers and # of trainings to victim service & CASA professionals	2 - 12	1 - 9	1 - 8	4 - 13	3 - 8	3 - 5
✓ # of Staff and # of hours trained on disability issues	4 - 21	8 - 90	15 - 32	15 - 75	17 - 55	26 - 81
Sensitive - Are victims treated as valuable?						
✓ % of Victim satisfaction with services (Victim Survey)	99%	99%	100%	100%	100%	98%
✓ # of Special victim praise: victim survey notes - cards, flowers, etc.	38 - 14	22 - 8	28 - 18	28 - 7	30 - 2	26 - 9

2015 goal	2010	2011	2012	2013	2014	2015
✓ # and % of Victim surveys returned	210 / 29%	146 / 26%	117 - 26%	112 - 22%	99 - 24%	127 - 24%
✓ # of Staff and # of hours specific trauma training (all staff)	11 - 112	6 - 65	15 - 216	16 - 255	17 - 154	26 - 114
Outcomes - Are victims' lives improved?						
✓ Outcome Innovations:	2	1	5	3	0	5
2010 - Outcome training manual published; counseling re-started. 2011 - CASA victim & program outcome measures created. 2012 - outcome standards; victim media guide; human trafficking 24 hr.; Outcome Contacts Manual; Allen Felony Courts restitution report. 2013 - CASA outcomes revised; Staff evaluation; Victim letter used for training; 2015 - added counselor, trafficking, elder, intake, & CASA staff						
Safety - Are victims feeling safe?						
✓ % of Victims who know more ways to plan for safety (Victim Survey)	100%	98%	90%	90%	94%	92%
✓ % of Victims who know about offender notices (VINE) (Victim Survey)	85%	93%	79%	80%	85%	86%
✓ # of Times assisted with protection orders	258	200	201	211	195	152
✓ # of Persons provided emergency housing and # of nights provided	4 - 7	9 - 31	13 - 44	10 - 24	31 - 106	20 - 37
✓ # of Persons provided transitional housing and # of nights provided	32 - 841	13 - 835	15 - 540	27 - 693	8 - 232	8 - 435
Healing - Are victim trauma issues improved?						
✓ % of Victims who feel less alone (Victim Survey)	96%	96%	94%	90%	95%	95%
✓ % of Victims who better understand their trauma (Victim Survey)	94%	95%	94%	98%	89%	94%
✓ % of Victims more aware of other sources of help (Victim Survey)	-	-	88%	96%	93%	95%
✓ # of Victims provided counseling and # of times provided	909 - 1827	949 - 1982	807 - 1,592	823 -1,510	733-1,251	667 -1,244
✓ # of Victims provided therapy and # of sessions with victims	28 - 122	55 - 191	75 - 164	55 - 128	56 - 168	34 - 96
Justice - Are victims receiving their rights and fairness?						
✓ % of Victims who know more about victim rights (Victim Survey)	98%	99%	96%	97%	97%	99%
✓ % of Victims who better understand justice system (Victim Survey)	98%	99%	95%	95%	95%	93%
✓ % of Victims informed of court hearings and results (Victim Survey)	99%	99%	99%	100%	100%	98%
✓ # of Court hearing notices and accompaniment provided	2,657	2,598	2,383	2,706	2,926	2,672
✓ # of Victim rights booklets given law enforcement with our sticker on	-	-	375	195	255	200
Restitution - Are victims' bills paid?						
✓ % of Victims who know about Compensation Fund (Victim Survey)	88%	88%	78%	84%	73%	76%
✓ % of Victims who had immediate needs met (Victim Survey)	-	-	99%	100%	99%	98%
✓ # of Victims provided emergency money help by CVS	168	206	150	135	139	150
✓ Amount of CVS emergency money provided for victims	\$14,717	\$16,502	\$14,074	\$11,726	\$26,710	\$27,377
✓ # of Times Ohio Victim Compensation information provided	1,029	1,302	1,281	1,405	1,429	1,233
✗ # of victims and Amount of Victim Compensation paid by State	30- \$31,766	23- \$68,920	28- \$93,470	39 - \$122,387	35 - \$34,988	25 - \$23,592
✓ # of Rape Forensic Exams paid hospitals by State (\$534 per exam)	123	72	56	29	26	40
✗ Amount of court restitution paid victims (1 Allen court & 1 Putnam prob)	unknown	unknown	unknown	unknown	unknown	unknown

2015 goal	2010	2011	2012	2013	2014	2015
Efficiency - Are victim services cost effective?						
✓ Efficiency Innovations:	1	1	1	1	1	1
2010 - On-site training and counseling rooms. 2011 - Web-based desktop staff sign-in / out. 2012 - CASA is paper-less & scanning documents to volunteers. 2013 - 20 years of files scanned; 2014 - Protection Orders E-mailed; 2015 - added 3 copiers/printers						
✓ % of Budget for administrative cost (using federal IRS form 990)	4.8%	5.7%	5.9%	5.5%	4.8%	4.1%
✓ Cost per case (crime) from total CVS budget	\$350	\$334	\$350	\$380	\$366	\$440
✓ Cost per person from total CVS budget (includes prevention students)	\$216	\$202	\$215	\$230	\$227	\$305
<p>Crime Victim Services (CVS) is an Ohio non-profit, United Way partner agency serving victims of unsolved, misdemeanor, felony, and juvenile crimes in Allen County (pop. 106,331) since 1981 and Putnam County (pop. 34,499) since 1990. We provide a 24 hour rape, domestic violence, and human trafficking crisis line and hospital response, and assist all victims to be informed, present and heard, including court advocacy and victim impact statements. Court Appointed Special Advocates (CASA) trained volunteers are the voice of abused children in Juvenile Courts and custody disputes in Domestic Relations Court. Our Child Advocacy Center coordinates forensic child abuse interviews and medical exams, including adults with a disability. We have special victim programs: elderly, college campus outreach, regional human trafficking, disabilities & limited English, victim offender dialogue, healthy relationship and violence prevention in middle and high schools and universities, emergency money for victims, and have a counselor and an attorney on staff. (Tel: 419-222-8666; www.CrimeVictimServices.org)</p>						
<p>Values: Crime Victim Services is committed to serving all victims in our area and helping to prevent crimes, and to having every person associated with our efforts:</p> <ul style="list-style-type: none"> • Hold ourselves to the highest standards of character and competence so that integrity and expertise ground all of our decisions and activities. • Treat all individuals we encounter with fairness, dignity, and respect, and to celebrate the differences and similarities among our varied skills, cultures, customs and histories in a spirit of inclusiveness. • Recognize and listen to the unique needs of community members who are subject to discrimination and disadvantages, and to work diligently to provide equitable services and to eliminate barriers that exist based upon age, race, color, national origin, disability, religion/spirituality, sex, gender identity and expression, mental and physical health condition, marital status, sexual orientation, immigration status, criminal record, work in the sex industry, military status, socio-economic status, or the age and / or sex of their children. 						
<p>Mission: To help victims prevail over the trauma of their victimization by assisting and advocating for safety, healing, justice and restitution</p>						
2016 Crime Victim Services Board of Directors						
President - Brad Brubaker , Putnam County Sheriff's Office, 911 / Dispatch Coordinator						
Vice-President - Brett Rider - Allen County Sheriff's Office, Civil Division						
Secretary - Cammie Flores - Account Executive, FLR-United Insurance Service						
Treasurer - David Ellerbrock , CPA/Financial Advisor; Penrod and George						
Cyndi Scanland - Executive Director, Allen County Children Services						
Terri Kohlrieser , JD, Allen County Assistant Prosecuting Attorney						
Barry Schroeder , JD, Putnam County Assistant Prosecuting Attorney						

2015 goal	2010	2011	2012	2013	2014	2015
Bill Timmermeister, President, Lima Auto Mall						
Cindi Hayes, retired, Human Resource Director						
2016 Crime Victim Services Staff						
David Voth, LSW, MA, RA, CA - Executive Director; Victim Offender Mediator; Author - Quality Victim Advocacy: A Field Guide						
Phyllis Neff, LSW, RA - Felony Victim Advocate						
Lisa Baglien, LSW, RA - Allen County Misdemeanor Victim Advocate						
Christine Rodabaugh, LSW - Allen County Intake Victim Advocate						
Trisha Davis, LSW, RA - Allen County Juvenile Victim Advocate						
Elysia Bush, LSW - Director, Elder Victim Ministry						
Evelyn Smith, LSW - Elder Victim Ministry Advocate - Felonies						
Vacant - Elder Victim Ministry Advocate - Misdemeanors and volunteer coordinator						
Rebecca King-Newman, JD - Attorney; Director of Allen County Court Advocacy						
Becca Peckinpaugh, LSW - Elder Victim Ministry Advocate - Putnam County						
Stephen Jenkins, LSW - Under-served Victims Advocate (Limited English, Deaf, Special Needs, LGBTQ, Police sub-stations)						
Kathryn "Ryn" Farmer, MSW, LSW, RA - Director, Rape Crisis / Human Trafficking / Prevention						
Leigha Shoup, MA - Director, West Central Ohio Child Advocacy Center						
Raven Loaiza, LSW, RA - Rape Crisis Coordinator, West Central Ohio						
Brittany Moening, LSW - Northwest Ohio Human Trafficking Survivor Advocate						
Erica McDuffie, LSW - Northwest Ohio Human Trafficking Survivor Advocate						
Heidi Mercer, LSW, MSSA - Supervisor, Northwest Ohio Human Trafficking Survivor Advocates						
Sara Heitmeyer, MA - Violence Prevention Coordinator (West Central Ohio)						
Kianna Collins, BA - School Violence Prevention Educator (West Central Ohio)						
Gloria Esquivel-Lynch, LISW-S - Counselor						
Shelbe Brown, BA - Allen County Rape Crisis Court Survivor Advocate						
Nicole Fairburn, LSW - Rape Crisis Campus Victim Advocate						
Tim Thurston, MA, RA - Director: Court Appointed Special Advocates (CASA)						
Kim Affholder, AA, RA - CASA Advocate Coordinator						
Amy Wiechart-Bayliff, MA, RA - CASA Advocate Coordinator; Victim Offender Mediator						
Julisa Jones, BA, - CASA Advocate Coordinator						
Heidi Barnett, AA - CASA Advocate Coordinator						
Tammy Baumunk, LPC, RA - Director, Putnam County Court Advocacy and Domestic Violence Victim Advcoate						
Greg Recker, LSW, MSW, RA - Putnam County Felony and Juvenile Victim Advocate						
Beth Hellman, BA - Putnam County intake Victim Advocate						
Deb Wyant, LSW, RA - Putnam County Sexual Assault and Misdemeanor Victim Advocate						
Jean Slone, MA, RA - Director, Administrative Services						
Jared Sunderland, BA - VOCA Grant Coordinator						